



**Caledonia Essex Area Ambulance Service Inc.
2021 Town Report**

2021 CALEX Responses 111

Compassionate professionals delivering the highest quality emergency medicine, specialty care, and training to our providers and communities.

2021 continues to be very busy, after our 2020 decrease in responses related to the pandemic lockdown, 2021 has proven to bounce back and be very busy. Our team of Emergency Medical Service providers have been crucial front line healthcare providers continuing to provide pandemic support during this difficult time on top of our day-to-day EMS operations.

Our agency continues to step up in a big way, not only to meet the medical needs of the community with regard to medical response and inter-facility transport in the face a pandemic, but our agency also continues to work alongside the Vermont Department of Health providing COVID pop up testing clinics, community at-home testing, and community homebound vaccine both first, second and booster doses. Our COVID response team has traveled thousands of miles and delivered thousands of vaccines to the residents of Caledonia-Essex Counties and beyond. I can't express the gratitude I have with our staff stepping up additionally to meet these needs and offer this support to our communities. Our agency has played a tremendous role in providing pandemic support through this challenging time to keep everyone as healthy as possible.

Our 911 responses and inter-facility transfer requests have been higher than normal this year. Our service and providers have transported patients to hospitals that we have never been to within the state and many out of state that we have never experience due to regional bed/staffing availability. We have transported patients this year to VT, NH, Maine, MA and CT, some of these transports by ground over 3-3.5 hours in duration one-way.

The workforce remains a top priority for all of us in Public Safety and beyond. Our staffing has stepped up in a big way to meet the needs to fill the current openings. We have teamed up locally to partner with St. Johnsbury Academy Adult Education program to offer our very first EMT course out of the newly renovated space on Eastern Ave. We hope this local adult education program will bring some new interest in the career of EMS. Our staff has been here 24/7/365 meeting the medical needs of our communities and a big "thank you" should be given to all the front line medical staff and responders as well as all the other essentials workers who have been here assuring everyone is safe. If you see a healthcare provider/medical responder, please thank them!

CALEX continues to provide the highest quality of pre hospital care to all the towns we serve providing 911 coverage at the Paramedic level 24/7/365. Serving 9 towns – Saint Johnsbury, Waterford, Barnet, Concord, Kirby, Victory, Danville, Walden and Peacham. Our volumes

were down this year due to the pandemic. CALEX responded to 2,327 911 responses and 593 being inter-facility Transfers and Medical transports. Our average response time to the scene for our entire service area 8 minutes 32 secs. Overall, our agency responded to 2,920 requests for service. These inter-facility transports are a critical part of our service, reducing any delays of getting our patients to definitive care whether it be trauma services, cardiac care or other specialty services at a higher-level care facility such as DHMC or UVMMC and other hospitals across the New England. CALEX also continues to provide Paramedic intercept services to Lyndon Rescue and other services that may be transporting critical ill patients into NVRH. Our Paramedics respond rapidly with our intercept vehicle to meet on scene or enroute to the hospital to provide the highest level of care. Our crews experienced many life-saving emergencies and very successful stories with great outcomes again this year. We provided numerous training opportunities with both internal and external training as well as various simulation opportunities to focus on high quality training for our staff.

In 2021, we remounted our 2011 Dodge Ambulance, and replaced with a 2021 Ford F-450. This remount process which is completed by Osage Ambulance, Linn MO – removes the old box from the chassis, installs new LED lightning, new flooring, reinspects all the electrical systems, and completely sandblast the box and repaint/letter. This remount process has been successful for us while saving thousands versus purchasing new for a minimum of two remounts. This year we ended our relationship with NH, to focus on our growing needs locally. We reduced our fleet of 5 Ambulances to 4 Ambulances, one Paramedic intercept vehicle, one off-road UTV.

As we end 2021, I look forward to safe and successful year of providing the very best of prehospital care to our communities. We are fortunate to have such a dedicated and experienced team providing care for when it is needed to anyone who may need our service in the communities we serve. We hope you will continue to support us and approve our funding requests so we can continue providing the very best Emergency Medical Care to the region.

In closing, I would like to thank all of our staff, their families, and the CALEX Board of Directors and our dedicated dispatchers for their continued support and dedication to the Agency's mission.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Michael J. Wright', written in a cursive style.

Michael J. Wright, NRP
Chief Executive Officer